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Coach Canada Passengers

October 6, 2014

**RE: Hamilton to Niagara Falls Service and the Hamilton to Kitchener Service**

It is with great regret that we must write you, our valued customer, to inform you of changes on the lines that Coach Canada has serviced for over 20 years. Over the past several years, we have experienced a significant passenger reduction, due to the expansion of GO Transit bus services into the Hamilton-Niagara region. Coach Canada can no longer afford to maintain the level of service you have come to expect from us.

The rapid expansion of GO Transit bus services comes at an enormous expense to taxpayers and to you as a regular customer of Coach Canada. A 2011 study showed that taxpayers subsidize \$33 of every \$100 spent by Go Transit! GO Transit expands into new areas without doing adequate analysis of the impact it will have on people like you and the communities where you choose to live, the Stoney Creek to St. Catharines service on Highway 8 being just one glaring example.

Coach Canada is NOT subsidized. Our revenues come only from your fares. A portion of the fares you pay for our service are passed on to the Ontario Government and make up a portion of the subsidy to GO Transit.

Coach Canada has been servicing your community for over 20 years without needing a subsidy to help get you to your destination so we do not take this decision lightly.

In the very near future, Coach Canada will be forced by regulation to do 3 things:

1. Provide the required 30-day notice to the Ontario Highway Transportation Board of a significant service reduction on the Coach Canada Hamilton to Niagara Falls line;
2. Provide the required 90-day notice the Ontario Highway Transportation Board of the elimination of our service on our Hamilton to Niagara Falls line; and
3. Provide 30-day notice to the Ontario Highway Transportation Board of a significant service reduction on the Coach Canada Hamilton to Kitchener Line.

We are disappointed that we will be cutting the service that you and your neighbours have relied on for nearly two generations but we simply have no choice without GO Transit changing its practices or our newly-elected provincial government intervening on your behalf.

If you wish to voice your opinion to Go Transit please write, email or phone:

Bruce McCuaig  
President and CEO  
Metrolinx  
97 Front Street West  
Toronto, Ontario  
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416-202-5908  
CEO@metrolinx.com

We will continue providing service to you for as long as we possibly can but we believe the only fair and proper thing to do is to give you advance notice of the tough decisions we at Coach Canada are faced with.

We appreciate and thank you for your years of patronage.

For further information, please contact Coach Canada Customer Services at 1-866-488-4452.